

**Department of Administration**  
**Division of Enterprise Operations**  
**National & Community Service Board**  
**Community Engagement Specialist**

**POSITION SUMMARY**

The position functions independently and provides complex program planning and support for a wide variety of program activities for Serve Wisconsin, the National and Community Service Board (NCSB), Executive Director and Program Officers. The position is responsible for coordinating the development of trainings, service events, NCSB meetings, and AC program director meetings and community outreach and marketing of NCSB events.

This position requires a broad and practical knowledge of event and training planning, social media and community outreach. This position also functions as a liaison for NCSB with other agencies, organizations, businesses, professional associates, and state and national associations which require an understanding of national service programs and activities. These duties require the ability to effectively work independently on a wide variety of projects with minimal review of the work.

The position requires strong written and oral communication skills; excellent organizational skills; careful attention to details and accuracy; managing multiple tasks simultaneously; strong IT skills, including MS Word MS Excel, social media platforms and e-newsletters; and assigning priority to workload. Experience in graphic design and media relations helpful, but not required. In addition, this position requires the ability to analyze and understand federal and state requirements before making decisions or making recommendations. This position is responsible for bill paying, creating purchase requisitions and managing purchase orders.

**GOALS AND WORKER ACTIVITY**

**TIME % GOALS AND WORKER ACTIVITIES**

**35%    A. Community Outreach and Marketing**

A1. Conduct community outreach and marketing on behalf of NCSB and Wisconsin AmeriCorps, including but not limited to: creating social media content, preparing newsletters, press releases, board reports and annual reports. The duties performed support the organization and require the abilities to independently review, process and communicate complex information, maintain records and coordinate related communications.

A2. Compose and edit monthly newsletters, annual report, correspondence and other formal communications that enhance branding and AmeriCorps marketing.

A3. Accurately maintain and improve NCSB website.

A4. Create and distribute social media postings to increase awareness of AmeriCorps in Wisconsin.

A5. Keep current on social media and marketing trends.

A6. Provide general information related to NCSB services and maintain records of all inquiries.

**35% B. Event and Meeting Planning**

B1. Provide assistance to the NCSB staff in organizing trainings and events. Organize logistics for NCSB Board meetings.

B2. Establish agenda for meetings, trainings and events with appropriate staff including schedules, presenters/trainers, meals, lodging, transportation, etc.

B3. Provide assistance in arranging the lodging, travel, meals and agendas for Board Meetings, Director Peer Exchanges Meetings, and Member Events

B4. Prepare and distribute Board packets and minutes.

B5. Record NCSB meeting minutes, transcribe minutes and maintain meeting files.

**25% C. Administrative Support**

C1. Provide administrative support to the Executive Director and staff and maintain office procedures.

C2. Maintain financial processes within state purchasing and finance module in PeopleSoft.

C3. Maintain systems including contact database systems for AmeriCorps members, AmeriCorps programs, subcontractors and all other assigned groups in order to maximize communication.

C4. Prepare purchase orders, requisitions and closeouts.

C5. Date stamp all invoices received by the NCSB.

C6. Prepare invoice routing slip and route for review and approval of payment.

C7. Match invoices to source documentation to verify authorization and ensure procedural compliance by checking codes, dates and calculations. Verify totals, coding and submission of forms.

C8. Refer invoices identified with problems to the appropriate NCSB staff for resolution.

C9. Support NCSB staff in preparing complex administrative and program support for grant delivery systems, information processing and record documentation.

C10. Prepare PowerPoint presentations with staff and maintain filing system for NCSB staff presentations.

C11. Support and help maintain an organized office filing system.

**5% Other duties as assigned by the Executive Director**

**Knowledge, Skills, and Abilities**

1. Ability to work collaboratively.
2. Ability to identify, analyze, and solve problems.
3. Ability to independently organize and prioritize work.
4. Effective interpersonal skills.
5. Effective oral and written communications skills.
6. Knowledge of software: Word, Excel, Internet, email, graphic design and PeopleSoft or similar ERP program.
7. Knowledge of personal computers and ability to deal with data processing problems.
8. Knowledge of proper telephone usage and etiquette.
8. Possession of a valid Wisconsin Driver's license.